

INFORMATION TECHNOLOGY SPECIALIST

(Competitive Class)

DISTINGUISHING FEATURES OF THE CLASS

This class comprises a responsible, non-supervisory position, the primary duties of which include serving as administrator of the department's computer network. The employee of this class is responsible for the design, implementation, and maintenance of the department's website. The class of Information Technology Specialist works closely with the fire department administrative personnel to assure that the departmental records management system is kept current and maintained. The Information Technology Specialist provides technical assistance to fire department employees, troubleshoots and resolves computer and network issues, and performs back-ups. The Information Technology Specialist has the authority to work independently in most areas, reporting to and having work reviewed by the Fire Chief.

EXAMPLES OF WORK

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to this class.

Serves as computer network administrator for the fire department. Determines how department computer/networking system should be organized, including number of computers, printers, and other components. Designs and implements voice, data, and video networks for the department. Operate and maintain both wide area and local area networks. Monitors network to ensure that network is available to all system users and resolves data communication problems. Maintains department network servers. Assists network providers in setting up and performing maintenance on local computer network.

Designs, implements, and maintains a computerized fire department records management system. Examines and evaluates existing records management system in order to develop new or to recommend improvements in system format, use, and control. Develops and recommends policies for using the system. Confers with department personnel to identify problems and to gather suggestions for improvements to records-management systems. Assures that the departmental records management system is kept current and maintained for the purposes of tracking departmental activity.

Implements and maintains the fire department website. Maintains

department's email accounts, and user access to the internet.

Installs hardware and peripheral components, such as monitors, keyboards, printers, and disk drives following design or installation specifications. Installs, modifies, and makes repairs to department computer hardware. Loads and maintains software systems such as operating systems, word processing, or spreadsheet programs into computers. Maintains software applications in fire department vehicles.

Provides administrative services such as security troubleshooting. Plans, coordinates, and implements security measures to safeguard information in computer files against accidental or unauthorized modification, destruction, or disclosure. Responds to inquiries concerning problems with systems and/or operations and performs remedial actions to correct problems based on knowledge of system operation. Maintains security of department's licensed software. Performs appropriate back-up functions. Enters diagnostic commands into computer and determines nature of problem to assist operators to resolve network communication problems.

Develops a formal training program for all computer/network functions of the department and sees that such program is properly staffed and supplied with training resources. Provides for training at all levels within the department by evaluating training needs and providing department training or outside training to meet the needs. Provides technical assistance and training to system users. Prepares written procedures and manuals to be used by department personnel in the operation of the computer systems and applications. Instructs users in the use of equipment, software, and manuals.

Prepares correspondence and develops new forms for departmental reports and as required for the dissemination of information relative to the information management process. Reviews drafts of records, reports, and forms completed by departmental personnel prior to entry into the computer system. Personally completes and files all forms and records as required. Compiles and organizes data needed for reports. Uses various statistics to analyze data. Runs queries as needed to obtain information for fire department reports.

Gathers information for the preparation of the department budget as it relates to the Information Technology division. Makes recommendation of the purchase of computer network equipment and software. Reviews requests for computer equipment and software. Meets with computer hardware and software vendors to review products related to the departmental records management system. Orders and distributes supplies and equipment as required. Organizes and stores department computers, equipment, and

supplies to allow ease of locating and retrieving.

Promotes a positive image of the department in the daily performance of duties by interacting with the public, and state and local agencies. Answers telephone calls coming in on assigned lines and handles routine matters or transfers caller following department procedures. Provides assistance to other public safety agencies during emergencies in order to share information and data.

Attends training on computer software as required. Reads service manuals, parts books, and any other written material necessary to determine how to perform required duties.

Produces identification cards or badges for department personnel.

Performs any related duties assigned.

QUALIFICATION REQUIREMENTS

Unless otherwise specified, all requirements listed below must be met by the filing deadline for application for admission to the examination.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States, and of legal age.

After offer of employment, but before beginning work in this class, must pass a physical examination, the selection and administration of which shall be authorized by the Appointing Authority, designed to demonstrate good health and physical fitness sufficient to perform the essential duties of the position, with or without accommodation.

Must present documentation indicating, at a minimum, that the applicant has met the minimum high school graduation requirements necessary to receive a high school diploma as established by the state of Louisiana Board of Elementary and Secondary Education. Such documentation shall include at least one of the following: high school diploma, high school transcript, certificate of equivalency, affidavit from the issuing high school, college diploma, or college transcript, any one of which must indicate that graduation has occurred or a degree awarded. A certification of completion shall not be sufficient to substitute for certification of graduation.

Must possess a valid driver's license.

Must have a minimum of three (3) years experience in electronic computer or communications equipment related field with a

working knowledge in data and telecommunications systems,
including installing and maintaining Local Area Networks.